Percent of Priority 1 Calls Not Responded to within 60 minutes
Metro Animal Services

LouieStat

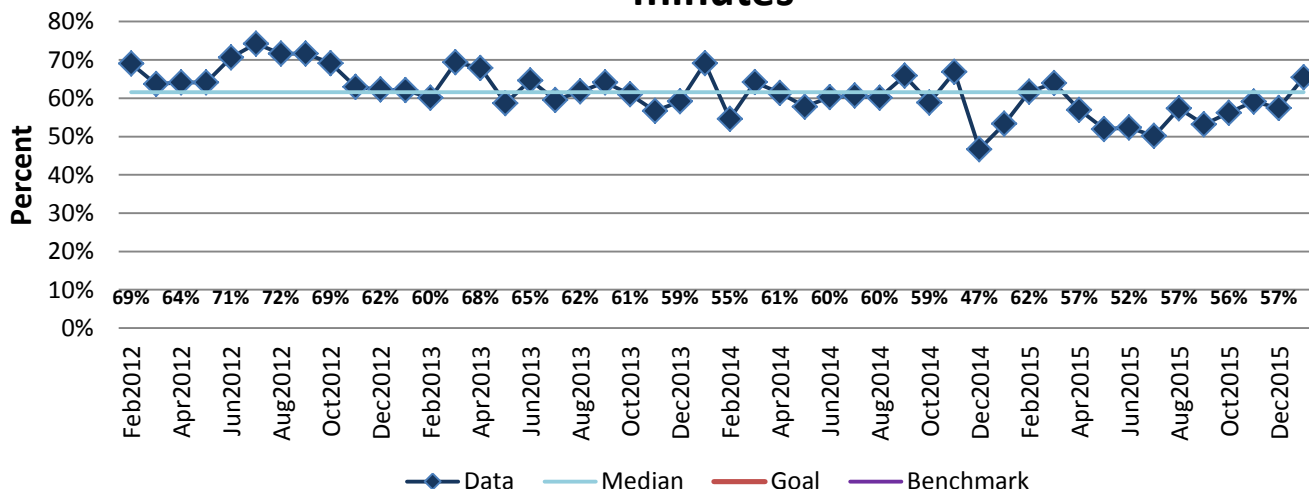**KPI Owner: Daisy Blakeman** | **Process: Field Services**

Baseline, Goal, & Benchmark	Source Summary	Continuous Improvement Summary
Baseline: CY14: 61% avg. Goal: TBD Benchmark: TBD	Data Source: Chameleon Goal Source: TBD Benchmark Source: TBD	Plan-Do-Check-Act Step is Unclear Measurement Method: Number of priority 1 calls not responded to within 1 hour divided by the total number of priority 1 calls responded to in a month. Why Measure: Improve the quality and timeliness of services Next Improvement Step: Officers are being encouraged to do more runs. Will train officers in particular areas to become experts.

How Are We Doing?

Feb2015-Jan2016 12 Month Goal	Feb2015-Jan2016 12 Month Actual		Jan2016 Goal	Jan2016 Actual	
TBD	**57%**		**TBD**	**65%**	
Percent	Percent		Percent	Percent	

Percent of Priority 1 Calls Not Responded to within 60 minutes

Good

69% 64% 71% 72% 69% 62% 60% 68% 65% 62% 61% 59% 55% 61% 60% 60% 59% 47% 62% 57% 52% 57% 56% 57%

Legend: Data — Median — Goal — Benchmark

The seven basic quality tools, "5 Whys" technique, brainstorming and other methods will be applied to the measure graphed above. The purpose of using the tools/methods is to understand what makes performance less than desirable if performance is not best in class.